

# **State of Iowa/Public Strategies Group Iowa Reinvention Partnership**

**RFP, Competition, Selection** (2002)

**Master Agreement:** Projects (Addenda), Reinvention Services

**FY 2004: Three Major Projects plus Reinvention Services**

1. A child welfare redesign that pays more for results, not activities; focuses on the kids in greatest need; and cuts paperwork to increase face-to-face time with at-risk kids and their families.
2. Award-winning “Charter Agencies” that put results ahead of paperwork and help fill the budget gap.
3. A new framework for the local-state government relationship, best practices and service designs for local governments, and a virtual marketplace for sharing purchasing and services.

## Reinvention Services Highlights

- Results Iowa website: [www.resultsiowa.org](http://www.resultsiowa.org) Performance data from across Iowa government available to all, 24/7
- Flexible Performance Agreements for all Directors
- DAS and Entrepreneurial Management
- Seven “front line redesign teams,” all with quantified improved results
- 170+ peer-to-peer “Butterfly” awards for excellent service
- Executive coaching
- Monthly Reinvention newsletters and Iowa Regov website

**FY 2005: Projects and Prospects**

- Develop the Governor and Lt. Governor’s recommended FY06 budget via “Purchasing Results” (addendum)
- Improve fiscal discipline, accountability, and risk management in the State Appeal Board process (addendum)
- Improve customer service, entrepreneurial management, and employee satisfaction at DAS and in the General Services Enterprise (addendum)
- Complete Child Welfare redesign implementation
- Deepen Charter Agency results and innovation
- Develop new reinvention projects via “partnership agreements” with DHS, DNR, DOC, and DAS

**Compensation:** The contractual arrangement provides PSG **no** hourly or flat fees. PSG **only** gets paid when results improve, the customer certifies the work product as satisfactory, and/or savings occur. Reinvention savings and revenues contributed to balancing the FY04 budget. The same is true in FY05.

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